GOVERNMENT OF ANDHRA PRADESH
A B S T R A C T

MA & UD Department – CDMA – ANNA CANTEENS - Formation of Anna Canteens Level Advisory Committees – Orders - Issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (UBS) DEPARTMENT

G.O.RT.No. 1350 Dated: 28-11-2025

Read the following:

1. Instructions issued by HCM on 17.01.2025.
2. From the Commissioner & Director of Municipal Administration, AP, Vaddeswaram, Lr.Roc.No.22/174/2024-IT, dated 28.01.2025

*** ***

O R D E R:

In the reference second read above, the Commissioner and Director of Municipal Administration, A.P. Vaddeswaram has sent proposals for formation of the State Level Advisory Committee and Local Management Committee at Anna Canteens Level and also requested the Government to issue necessary orders.

2. Government after careful examination of the matter, hereby issue orders for formation of Anna Canteens Level Advisory Committees, consisting with the following members, to ensure effective operation and management:

ANNA CANTEENS LEVEL ADVISORY COMMITTEE

Sl. No.	Proposed member	Designated as
1	Municipal Chairperson or Corporator/ Councillor as nominated by the District In charge Minister.	Chairman
2	Ward Sanitation & Environment Secretary	Member
3	Ward Women & Weaker Sections Protection Secretary	Member
4	One Representative from local NGO	Member
5	One Representative from SHG / TLF	Member
6	Nodal Officer of the concerned Anna Canteen	Member Convener

3. **Roles & Responsibilities of Anna Canteen – Level Advisory Committees**

(To ensure accountability, service quality, transparency, and citizen engagement)

1. **Service Quality & Hygiene Assurance**

   - Conduct structured inspections twice a week based on a checklist covering:

Contd...2..

  - Kitchen & food preparation hygiene
  - Serving counters, dining area cleanliness, and waste handling
  - Safe food storage and stock rotation
  - Compliance with municipal health standards

- Ensure punctual opening and uninterrupted service during designated meal hours.
- **Daily Food Quality Test:** Any one of the member from the Anna Canteen level Committee must taste sample food for every session and record observations on:
  - Temperature
  - Taste & freshness
  - Portion size
  - Overall quality
- Ensure dignified, safe, and hygienic service for all beneficiaries.
- Oversee adherence to notified hygiene and sanitation protocols.

2. Operational Monitoring & Documentation

- Maintain daily operational records including:
  - Meals served (cross-verified with MIS/POS)
  - Staff attendance via FRS before start of operations
  - Food temperature, freshness & serving quality logs
  - Cleanliness records for every session
- Monitor functionality of essential infrastructure:
  - CCTV, FRS, IoT devices and sensors
  - RO water system & hand-washing facility
  - POS, lighting, fans, seating & signage
- Maintain an updated equipment log with uptime/downtime.
- Submit weekly, countersigned monitoring reports to ULB Commissioner/CDMA dashboard.
- Maintain a Daily Monitoring Register capturing issues, action taken, and improvements initiated.

3. Citizen Feedback & Continuous Improvement

- Facilitate user feedback through:
  - QR-based feedback or IVRS database (target: 100% mobile number capture)
- Conduct monthly focus-group interactions with vulnerable beneficiary groups:
  - Students, daily-wage earners, farmers, elderly, women, persons with disabilities
- Analyse feedback trends; take local corrective actions within committee mandate.
- Escalate systemic issues to ULB/Municipal Commissioner/District Coordinator/State Society.

Contd...3..

4. Grievance Management & Quick Response

- Take immediate action on minor issues including:
  - Delays in service, staff behaviour concerns
  - Amenity repairs, hygiene deviations
  - Food temperature/quantity issues
- Maintain a grievance register capturing:
  - Issue category | Date | Action Taken | Closure timeline
- Escalate major issues within 24 hours:
  - Supply disruptions
  - Food quality deviations
  - Safety, electrical or infrastructure failures
  - Repeated operational lapses
- Ensure timely acknowledgment and closure of all grievances as per SLAs.

5. Technology Governance

- Ensure full functionality and security of:
  - CCTV systems (recording storage & tamper-proof compliance)
  - FRS attendance for opening & closing shifts
  - IoT systems monitoring:
    - Food temperature
    - Weighing machine readings
    - First token issuance timing
    - Hygiene/process alerts
- Report downtime immediately to Zone/District Technology Team/Vendors for rectification.

6. Community Participation, Inclusion & Outreach

- Coordinate with local NGOs, volunteer groups, and SHGs for:
  - Queue management & meal distribution support
  - Cleanliness & public awareness activities
- Mobilise community resources through:
  - Donations by HNIs, CSR entities & local contributors
  - Support from colleges, SHGs, trade bodies, worship institutions & RWAs
- Encourage “Anna Seva” contributions by citizens during special occasions.
- Promote priority service access for:
  - Elderly, PwDs, widows, and economically vulnerable beneficiaries
- Conduct quarterly campaigns on hygiene, nutrition, and food safety.

Contd...4..

7. Menu Monitoring & Local Acceptability

- Ensure strict compliance with:
  - State-approved weekly menu
  - Portion size & nutrition standards
- Identify regional menu preferences based on citizen feedback.
- Recommend seasonal menu adjustments that:
  - Maintain nutritional and cost norms
  - Never compromise on quality
- Submit menu-change proposals through the ULB for State-level approval

4. The Commissioner and Director of Municipal Administration, A.P., Vaddeswaram is directed to issue instructions to all the Commissioners of concerned ULBs for formation of the above Committees for each Canteen, for ensuring effective supervision, community participation, and local-level monitoring of Anna Canteen operations.

5. The Commissioner and Director of Municipal Administration, A.P., Vaddeswaram shall take necessary action in the matter accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

S. SURESH KUMAR
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Commissioner and Director of Municipal Administration, A.P., Vaddeswaram
Copy to:
The O.S.D. to Hon'ble M (MA&UD).
The P.S. to Principal Secretary to Government, MA&UD Department
Sf/Sc

//FORWARDED BY ORDER//

RESEARCH OFFICER